

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

HOTEL, MOTEL and RESORT DESK CLERKS

DOT: 238.367-038/O*NET-SOC: 43-4081.00 SVP 4

Job Description: Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. *Physical Demands* - Mildly active w/light lifting, carrying or moving (up to 20 lbs); *General Educational Development* - R3 M3 L3; *Aptitudes* - Average General Learning Ability, Verbal, Numerical, Clerical Perception, Finger Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to effectively greet guests of hotel, motel or resort establishment. (I, S)
2. Can demonstrate proper procedure used to register and assign rooms to guests. (R, IN, S, T)
3. Can demonstrate ability to issue appropriate room keys and escort instructions to bellhop. (R, IN, I, S)
4. Can demonstrate ability to correctly date-stamp, sort, and rack incoming mail and messages. (R, IN, S, T)
5. Can demonstrate ability to operate a single or multi-line telephone system or telephone switchboard. (I, T, S)
6. Can demonstrate ability to effectively answer inquiries pertaining to hotel services. (IN, I, S)
7. Can demonstrate knowledge of and provide shopping, dining, entertainment, and travel directions to guests. (R, IN, I)
8. Can demonstrate ability to keep accurate records of room availability and guests accounts, manually or using computer. (R, IN, S, T)
9. Can demonstrate ability to properly and accurately compute bills, collect payments, and make change for guests. (R, IN, I, S, T)
10. Can demonstrate proper procedure used to make and confirm reservations. (R, IN, I, T)
11. Can demonstrate ability to properly and accurately post charges, such as room, food, liquor, or telephone, to ledger, manually or using computer. (R, IN, T)
12. Can demonstrate ability to make restaurant, transportation, or entertainment reservation, and arrange for tours. (R, IN, I, T)
13. Can demonstrate ability to deposit guests valuables in hotel safe or safe-deposit box in an approved manner. (R, IN, I, S)
14. Can demonstrate ability to order complimentary flowers or champagne for guests, as requested by management. (R, IN, S, T)
15. Can demonstrate ability to accurately record and route messages for employees/guests. (I, S, IN, T)
16. Can demonstrate ability to operate a cash register, 10-key adding machine, and credit card machine. (R, IN, S, T)
17. Can demonstrate ability to operate point-of-sale computer terminal. (R, IN, S, T)
18. Can demonstrate ability to operate standard office equipment such as computer, fax and copy machine. (IN, S, T)
19. Can demonstrate knowledge of hotel, motel or resort's floor plan, fire escape routes, and the location of the establishment's mechanical systems. (IN, S)
20. Can demonstrate ability to work under pressure to meet the different needs of the establishment's guests. (I)